

Executive Message

Metro North Health



Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

Monday 11 November was Remembrance Day when we honour those who gave their lives in the line of service. This day holds great significance for us here at Metro North, as we have many staff who actively served and still serve in the protection of our country. Many of us also have loved ones who served and sacrificed to provide the freedom we have the privilege of enjoying today. We show our deep respect and gratitude to these men and women for their dedicated service.



"The inquisitive mind of a child

*Why are they selling poppies, Mummy?
Selling poppies in town today.
The poppies, child, are flowers of love.
For the men who marched away.*

*But why have they chosen a poppy, Mummy?
Why not a beautiful rose?
Because my child, men fought and died
In the fields where the poppies grow.*

*But why are the poppies so red, Mummy?
Why are the poppies so red?
Red is the colour of blood, my child.
The blood that our soldiers shed.*

*The heart of the poppy is black, Mummy.
Why does it have to be black?
Black, my child, is the symbol of grief.
For the men who never came back.*

But why, Mummy are you crying so?

*Your tears are giving you pain.
My tears are my fears for you my child.
For the world is forgetting again."*

Author Unknown

Kindness Works Here Week

As I mentioned in my message last week, we have begun a partnership with the [Hush Foundation](#) who have been leading the effort to improve quality and safety cultures in healthcare with kindness for over two decades.

We kicked off the collaboration with **Kindness Works Here Week** this week, and I hope many of you had the chance to tune in to one or many of the online events on offer. If you missed them, you can catch up on most by watching the recordings which are available on [QHEPS](#).

Over the next few months you will hear more about the [Kindness in Action program](#) from Hush and how we can start to embed more kindness into our work and the way we approach our working relationships. When kindness is part of our everyday interactions, we not only perform better and have greater patient outcomes, but we all go home happier.

New Clinical Stream leads

I am pleased to announce the successful appointments for Metro North's Clinical Streams Executive Director roles. These Executive Directors will play a pivotal role within Healthcare Excellence and Innovation (HEI), leading their streams to enhance patient access, outcomes, and experiences while ensuring the delivery of equitable, high-quality and person-centred care.

The following streams now have Executive Directors appointed to lead these areas:

- Critical Care Stream – Emergency – Dr Michelle Davison
- Medicine Stream – Professor Michael O'Sullivan
- Women's, Children's, and Families Stream – Women's and Families – Dr Lee Minuzzo
- Women's, Children's, and Families Stream – Paediatrics – Dr Peter Stevenson
- Heart and Lung Stream – Professor Peter Hopkins
- Surgery Stream – Dr Jason Jenkins

Congratulations to our new leaders and a special thank you to Associate Professor Jeff Rowland, Dr Sean Clark and Professor Leonie Callaway for their commitment and dedication during their tenure.

Visit from new Health Minister

Yesterday we hosted a visit from the new Minister for Health and Ambulance Services, the Hon. Tim Nicholls. Minister Nicholls had the opportunity to view our state-of-the-art Herston Biofabrication Institute. The Minister also visited Redcliffe Hospital where he toured through the new Emergency Department and Maternity Services, meeting and speaking with staff along the way. We look forward to hosting our next visit from the new Minister so we can promote some of our many other excellent services provided to patients across Metro North.



Deadly Start Traineeship graduation

Congratulations to our 36 Deadly Start Traineeship cohort of 2023/24 who recently graduated after 18 months of Tafe study, on the job experience as well as their normal high school work.

A graduation event was held on Friday, 8 November to acknowledge the students' achievements and celebrate the start of their career – hopefully in health! Many of the students will find placement within Metro North, but wherever the road takes them, the Metro North Deadly Start program has been about the students and allowing them to take advantage of everything the program has to offer. I wish you all the very best.



We are currently accepting applications for next year's cohort of students, so please spread the word. To find out more, [click here](#).

Virtual Courageous Conversations

Metro North Health is committed to creating an environment free of racism and discrimination.

As part of our [Metro North Health Equity Strategy 2022-2025](#), we have invested in the delivery of Virtual Courageous Conversations: The Experience™ training for our staff to explore unconscious bias and various forms of racism.

I participated in the training and walked away with many practical tools to talk about race, intentionally and effectively. The tools help to create a space that is authentic, safe, and generative for conversations about race that are insightful and compassionate.

Addressing unconscious bias and actively eliminating racial discrimination and institutional racism within the service is at the forefront of our organisations priorities under the legislated Metro North Health Equity Strategy 2022-2025.

I encourage staff to participate in the sessions available, all you need to do is search via [Talent Management System \(TMS\)](#) 'Virtual Courageous Conversation: The Experience' to enrol in an upcoming class.

Performance shout out



I'd like to give a shout to TPC's Fractured Neck of Femur team for their exemplary performance in the care of hip fracture patients. This multidisciplinary team, which consists of Surgeons, Anaesthetists, Orthogeriatricians, Specialised Nursing and Allied Health practitioners, have been named in the top 10 Hip Fracture care units in Australia and New Zealand three out of the last four years. They are the second highest volume unit in the country, caring for 530 complex hip fracture patients last year, achieving above the national average for the majority of key metrics set by the Australian and New Hip Fracture Registry. Well done!

Kind regards,
Jackie

Acting Chief Executive
Adj. Prof. Jane Hancock



Dear Colleagues,

Occupational Violence (OV) is one of the leading work-related incidents reported by Metro North staff. Nobody should accept OV as 'part of the job', irrespective of the intent for harm.

It is estimated that 95 per cent of healthcare workers have experienced OV during their career. Types of OV may include physical assault, verbal abuse or harassment, intimidation, threatening behaviour, sexual abuse or harassment or abuse through technology.

Metro North has an Unacceptable Behaviour – Discharge from Care Procedure that provides a structured framework for staff to work with senior clinicians to discharge a

patient from care when there is an immediate risk of harm to themselves or others.

The procedure includes a rapid assessment, employing de-escalation strategies and a critical risk assessment before a patient is discharged.

Senior clinicians will have the support of the organisation to discharge a patient from care where an imminent risk to staff safety exists, no life-saving treatment is required, and the patient has capacity.

I encourage you to watch the new video and read further information on [QHEPS](#) to familiarise yourself with the procedure.

To learn more about the discharge procedure and how to manage other instances of OV, the Queensland Occupational Violence Unit visited The Prince Charles Hospital and Caboolture Hospital this week and will be at Redcliffe Hospital on **Monday 25 November** and the Royal on **Wednesday 27 November**.

This is a great opportunity to meet with the team and hear how they can work with you to help prevent OV. Spaces are limited, [click here to register](#) and secure your spot. You can also read more about OV on [QHEPS](#).

By working together, we can help create safer workplaces for all of us.

Warm regards,
Jane

Chief Allied Health Practitioner
Mark Butterworth



Dear Colleagues,

The International Day of People with Disability (IDPwD) is a United Nations (UN) day observed internationally which aims to promote community awareness, understanding and acceptance of people with disability.

Staff members with disability, staff members with lived experience caring for people with disability and allies are invited to join for a special working lunch on Monday 2 December to acknowledge this important day.

Staff will have the opportunity to hear from keynote presenter, Dinesh Panipala - an Australian doctor, lawyer, scientist and disability advocate who was the first quadriplegic medical intern in Queensland.

Register: [MNH Celebration of International Day of People with Disability \(humanitix.com\)](https://humanitix.com/MNH-Celebration-of-International-Day-of-People-with-Disability)

Regards,
Mark



**Metro North's
celebration of
International Day of
People with Disability**

**2024 IDPwD Theme: Amplifying the leadership of persons
with disabilities for an inclusive and sustainable future.**

Monday 2 December 2024 | 10am – 3pm
Eatons Hill Hotel, the Hills Rooms

Staff members with disability, lived experience of caring for
people with disability and allies are invited to register to join
for lunch | networking | collaborate | partnership development.

Inclusive Event | Accessible venue | Interpreters available | Assistance provided upon request

Keynote presenter:
Dinesh Palipana -
Australian doctor, lawyer,
scientist and disability advocate
who was the first quadriplegic
medical intern in QLD.

Scan the
QR code or
[CLICK HERE](#)
to register



Executive Director,
Sustainable Assets and Infrastructure
David Walker

During this National Recycling Week, it is a good reminder that we all can become better at recycling and reducing waste. Through our Sustainability Strategy, we uphold the waste management hierarchy – avoid, reduce, reuse, recycle – where the most powerful action is starting with avoiding waste in the first place, and through our [waste implementation plan](#)

we focus strongly on implementing ways to safely reuse, recycle recover, treat and dispose of waste. We have a [Waste and Recycling Directory](#) that staff can access that provides recycling information about commonly used items used across Metro North, as well as waste alternative solutions. Waste is one of the six green initiative initiatives where Metro North focuses on making sustainable change across our HHS.

Alister Whitta, our Chief Finance and Corporate Officer and Kellie Williams, Metro North's Environmental Sustainability and Climate Change Manager chat about some of things that Metro North is doing toward net zero and how we all can make a difference. Watch the video [here](#).

Metro North Health



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High performance | Teamwork

Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.



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